



The State of New Hampshire
Department of Environmental Services



February 23, 2005

Michael P. Nolin
Commissioner

LETTER OF DEFICIENCY #WSEB 05-027
Certified Mail #7000 0600 0023 9933 1010

Robert Grainger
Pitco Frialator, Inc.
P.O. Box 501
Concord, NH 03301

Subject: Concord - Public Water System: Pitco West (EPA #0266090)

Dear Mr. Grainger:

The records of the NH Department of Environmental Services (DES) show that Pitco West water system is classified as a public water system (PWS), as defined by RSA 485:1-a. A PWS is defined as any water system supplying 15 or more services, or 25 or more people for 60 or more days per year. As such, the water system owner is required to submit samples according to the system's established Master Sampling Schedule to the State laboratory or a State-certified laboratory in compliance with NH Administrative Rule Env-Ws 327.

The current enforceable maximum contaminant level (MCL) for Methyl-Tert-Butyl-Ether (MtBE) is .013 mg/L. For systems on quarterly monitoring, compliance with the MtBE MCL is determined by calculating the system's running annual average (RAA), which is the average of all MtBE samples collected in the past 12 months. Pitco West water system's Quarter-1, 2005 MtBE sample result of .023 mg/L causes the system's MtBE RAA to be .020 mg/L. As such, the system has exceeded the MtBE MCL and therefore a violation has occurred for source: 001 - BRW/15' NE Corner of Building.

DES believes the MCL violation can be corrected and future violations prevented by taking the following actions:

1. **As soon as possible**, but no later than **March 23, 2005**, provide public notice of the exceedence(s) following the guidelines on the enclosed public notice ~~handout~~. ~~Continue~~ providing public notice **each calendar quarter** for as long as the exceedence occurs; and
2. Upon consumer request, you shall make alternate (*i.e.* bottled) water available for human consumption. If bottled water is used, the source must be an approved source, monitored in accordance with Env-Ws 389; and
3. **Within 10 days** of providing public notice, but no later than **April 4, 2005**, provide proof of public notice to this office following the guidelines on the enclosed ~~handout~~; and
4. **By March 23, 2005**, retain the services of a qualified consultant to address the water quality violation(s) and notify DES, in writing, of the name of the consultant hired. The consultant should review all existing water quality data prior to making recommendations for correcting the MCL violation(s); and

5. **By April 23, 2005**, submit to DES the consultant's report, which shall contain the consultant's recommendations, and cost estimates, along with an implementation schedule to correct the MCL violation(s). A maintenance schedule must be included if treatment is proposed. DES must approve the consultant's report/recommendations, the maintenance schedule, and the proposed implementation schedule prior to any work being done on the system; and
6. By the DES-approved correction date, take the corrective action as approved by DES. Notify DES in writing upon completion of the action(s) taken; and
7. Continue to sample in accordance with your Master Sampling Schedule, which includes **quarterly sampling for MtBE.**

In the event compliance is not achieved within this period, DES may take further enforcement action. These actions include issuing an order requiring the deficiencies to be corrected, initiating an administrative fine proceeding, and/or referring the matter to the NH Department of Justice for imposition of appropriate penalties.

The information as requested above should be addressed as follows or faxed to (603) 271-5171:

Betsey McNaughten
Department of Environmental Services
Water Supply Engineering Bureau
29 Hazen Drive, PO Box 95
Concord, NH 03302-0095

Please contact Betsey McNaughten by phone at (603) 271-0659 or email at emcnaughten@des.state.nh.us or Selina J. Makofsky by phone at (603) 271-4109 or email at smakofsky@des.state.nh.us should you have any questions about the requests listed in this letter.

Sincerely,

COPY

Sarah Pillsbury, P.G. Administrator
Water Supply Engineering Bureau

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Encls: Public Notice Form

cc: Kerry D. Barnsley, Compliance Attorney, DES Legal Unit (w/out encl.)
Norman Harris, III, Gilford Well Co, Primary Operator (w/encl.)
Dave Reid, NH DES WMD
City of Concord Health Officer (w/out encl.)
EPA, Region 1 (w/out encl.)
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